


Details of visit**Service address:****Service Provider:****Date and Time:****Authorised****Representatives:****Contact details:****Newton Court Medical Centre****Burfield Road, Old Windsor, SL4 2QF****The Health Centre****Weds, 20th November 2019 9.30am – 11.30am****Chris Taylor, Gemma Chapman and Paul****Lavender****info@healthwatchwam.co.uk****Acknowledgements**

Healthwatch Windsor, Ascot & Maidenhead would like to thank the service provider, patients and staff for their contribution to the Enter and View programme.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all patients and staff, only an account of what was observed and contributed at the time - supported by data drawn from an online patient survey, surveys completed at the surgery, NHS website, the national GP survey and a review of the surgery website.

**What is Enter and View?**

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices and dental surgeries. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding or other serious concerns arise during a visit they are reported in accordance with Healthwatch escalation policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

Purpose of the visit

- Observe patients engaging with the staff and their surroundings.
- Capture the experience of patients and to record any ideas they may have for change to improve patient experience.

Strategic drivers

Healthwatch Windsor, Ascot & Maidenhead collects and collates feedback and intelligence on local services. Primary care, i.e. GP surgeries, is the service we receive the most information about. This is not surprising as it is the health service that the majority of the public access regularly.

A programme of Enter and View visits to all surgeries in the Windsor, Ascot & Maidenhead locality of the East Berkshire Clinical Commissioning Group (EBCCG) area was initiated in November 2019.

Methodology

At least two weeks prior to the visit a notification letter was sent to the Practice Manager. Information posters and flyers about the visit, which also included links to the online survey, intended for distribution to patients, were also delivered. The online survey was published on the Healthwatch Windsor, Ascot & Maidenhead website and notifications sent via e-bulletin and social media.

At the same time, a notification letter was sent to the Chair of the Patient Participation Group - again with flyers and posters. It also included a short survey asking questions about the membership of the group and how it feels it works with the practice to improve local services, promote health and wellbeing, improve communication with the wider patient group and ensuring the practice remains accountable and responsive to patient needs. A freepost envelope was enclosed for the return of the survey.

Two short surveys (which will be used in all GP Enter and View visits) had been prepared by authorised representatives and Healthwatch Windsor, Ascot & Maidenhead staff prior to the visit. The survey was split into two sections for the visit - pre and post consultation - but combined online. Questions include equalities data, questions regarding appointment booking, waiting times, appointment time suitability, use of the surgery website and patient satisfaction of any consultation time. There were also two questions which allowed for open ended text responses asking what people felt was good about the surgery and what, if anything, could be improved.

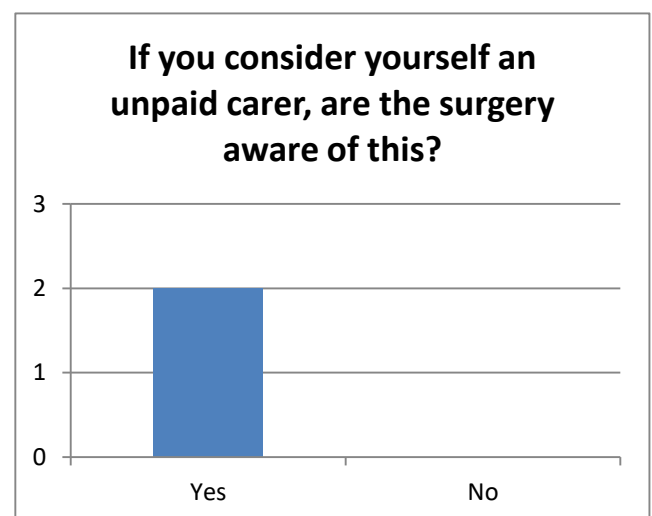
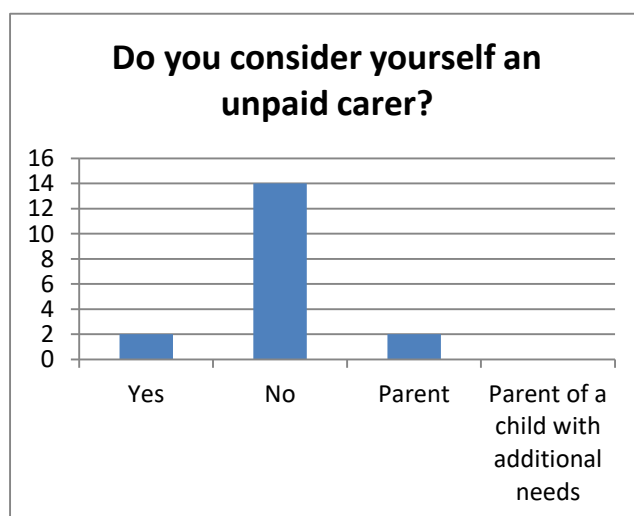
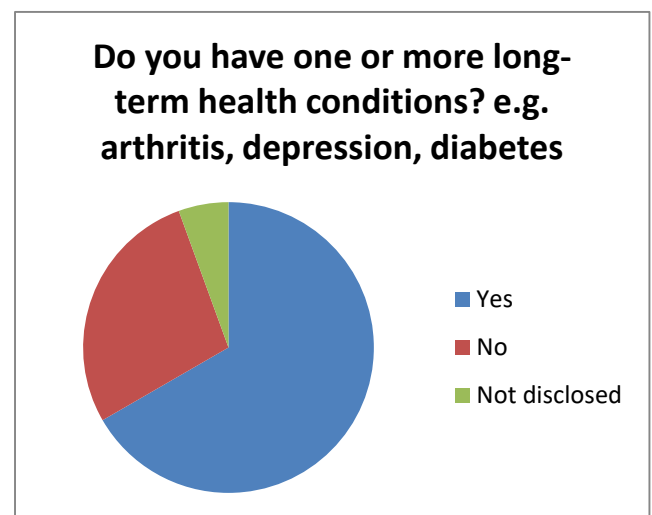
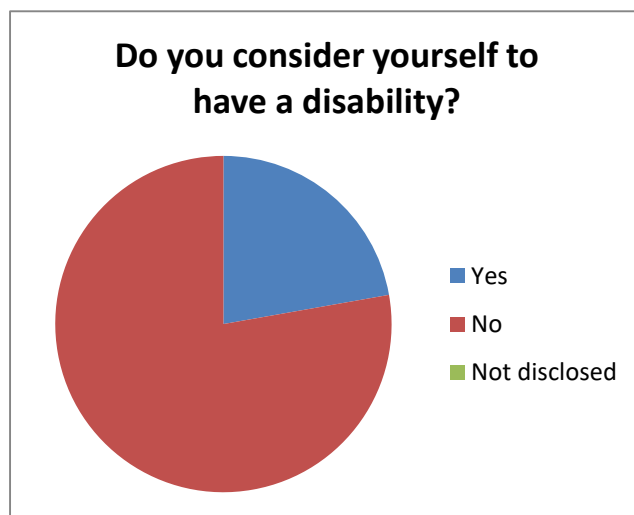
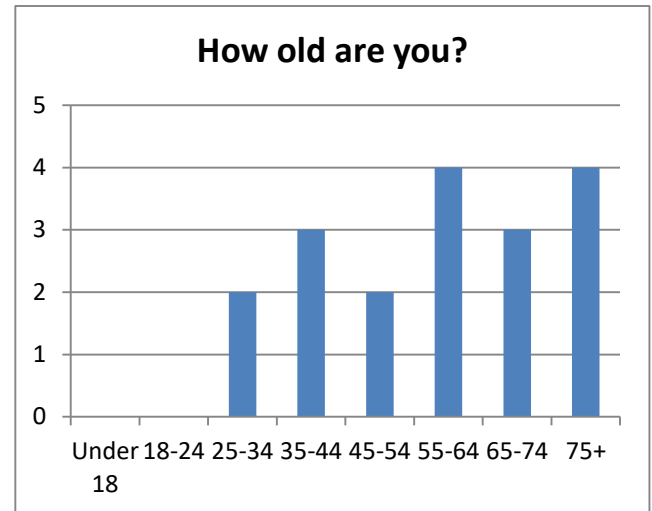
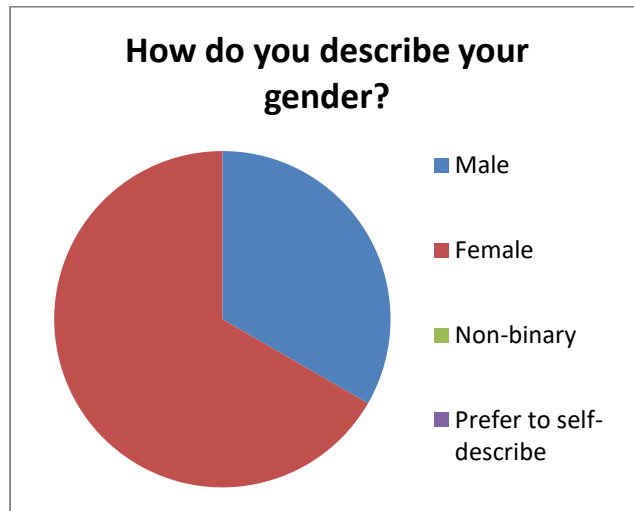
A proportion of the visit was also observational, allowing the authorised representatives to assess the environment and how patients engaged with staff members and the facilities.

Alongside the visit Healthwatch Windsor, Ascot & Maidenhead staff reviewed NHS website reviews for the surgery over the last 6 months and the practice website.

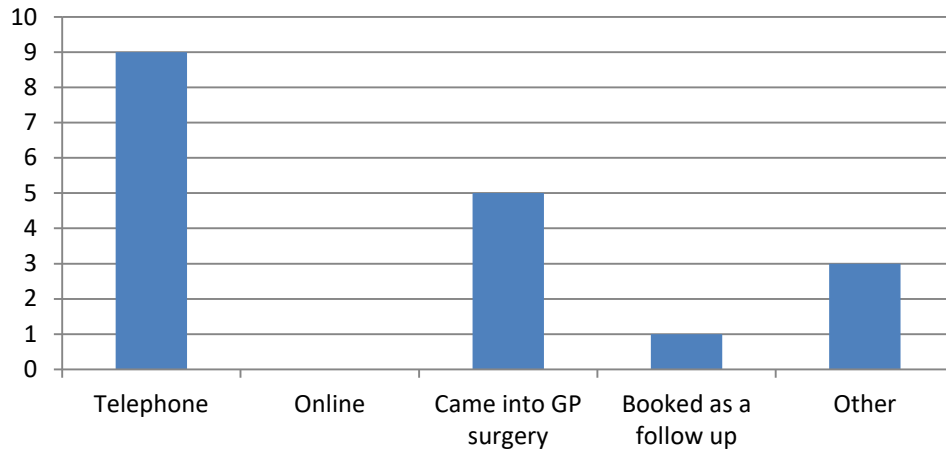
Results of Visit

Survey results

14 surveys completed on the visit + 4 online

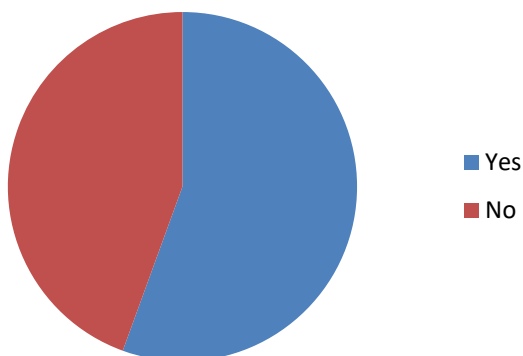


How did you make your last/today's appointment?

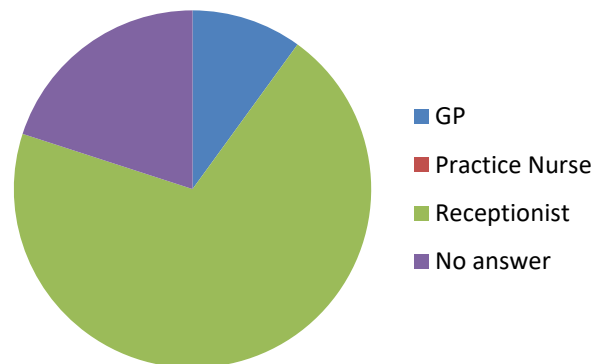


2 of the 'other' responses were appointment made after telephone consultation.

Before you could book this appointment, did you have to speak to anyone to explain why you thought it was needed?

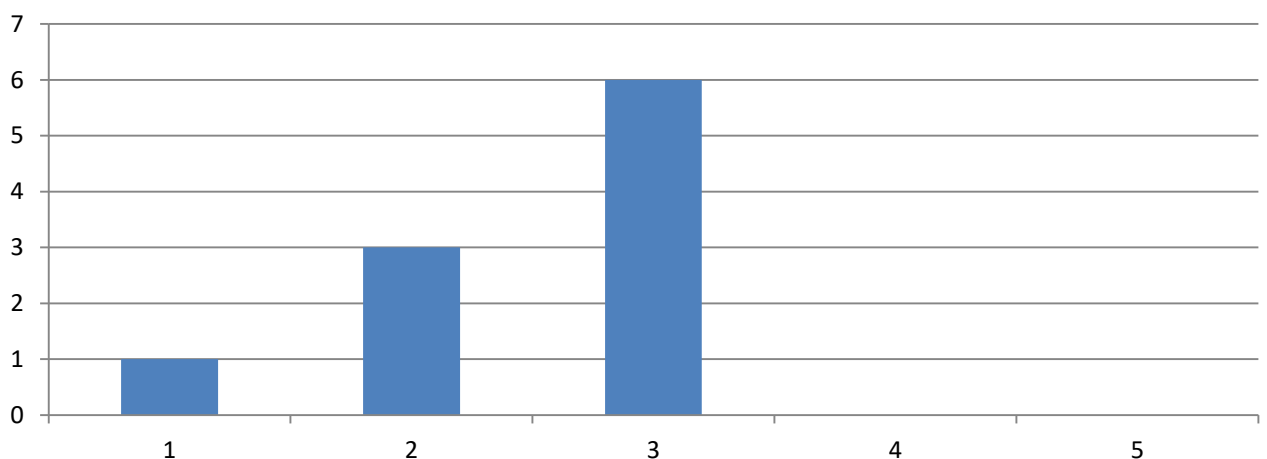


If you answered yes, please tell us who you had to speak to

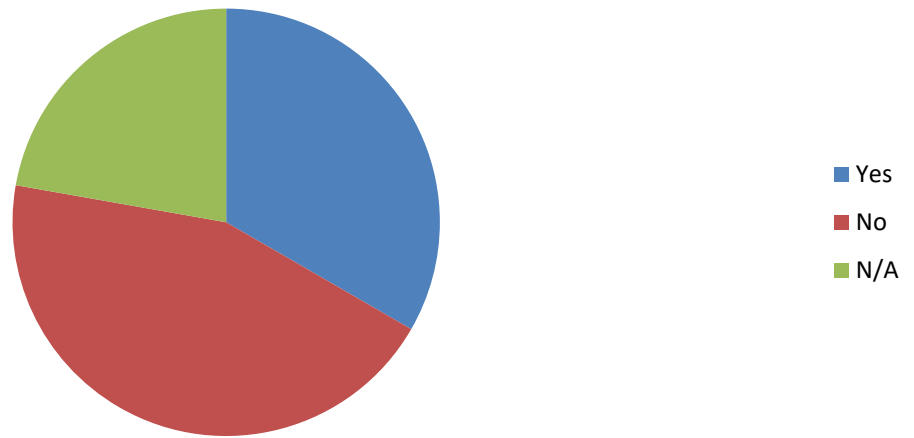


How do you feel about that conversation?

1 = very positive, 2 = positive, 3 = neutral, 4 = negative, 5 = very negative

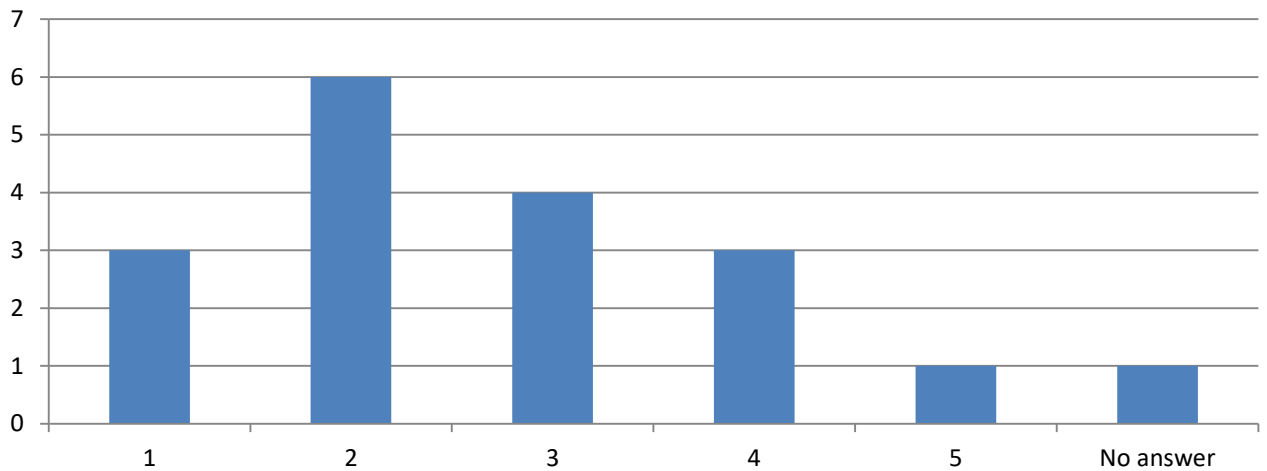


If your appointment was/is with a GP, were you able to make this with the GP of your choice/named GP?

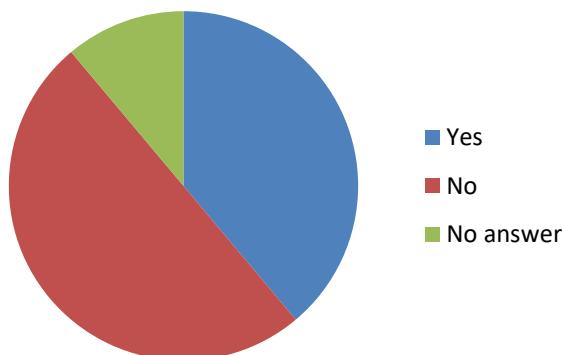


How convenient was/is your appointment time with regards to any responsibilities you have? e.g. work, parenting, caring or other commitments

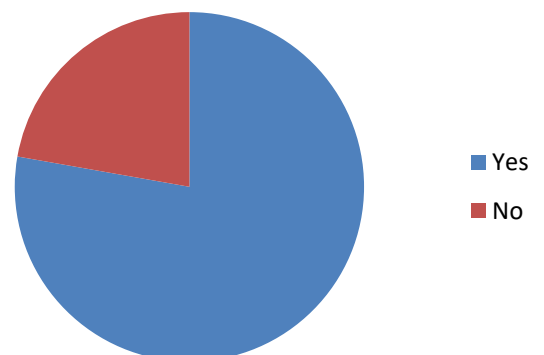
1 = very convenient, 2 = convenient, 3 = neutral, 4 = inconvenient, 5 = very inconvenient



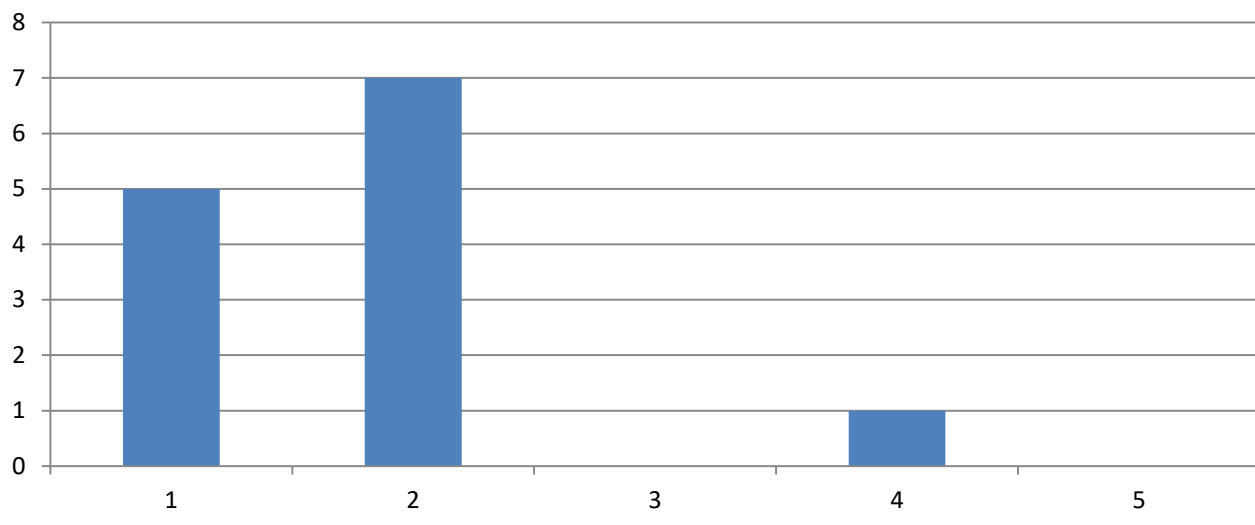
Did you receive a text reminder for your last/today's appointment?



If you answered no, do you have a mobile phone that you use daily?



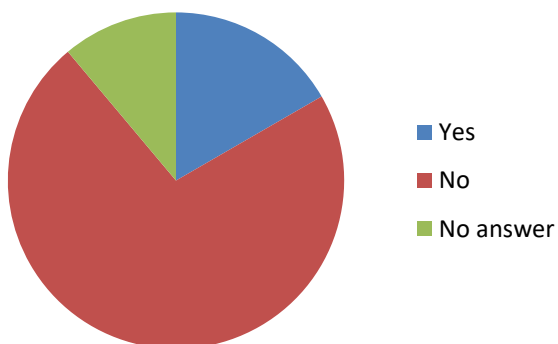
How would you rate the communication, care and treatment received during your last/today's appointment?
 1 = very positive, 2 = positive, 3 = neutral, 4 = negative, 5 = very negative



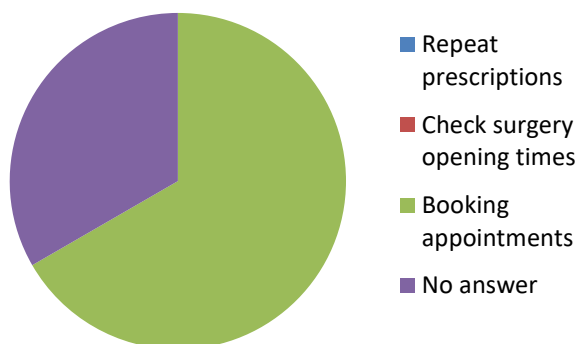
For the visit, the survey questionnaire was split in two (pre and post appointment) therefore, for these **two questions only**, the responses are based on 9 surveys from the visit and 4 online surveys)

<i>Is there anything else you would like to tell us about your last/today's appointment?</i>	
Comment category	No. of comments
Appointment accessibility	2
Good treatment and communication during appointment	4
Communication during appointment	2
Triage by receptionists	1

Do you use the surgery website?

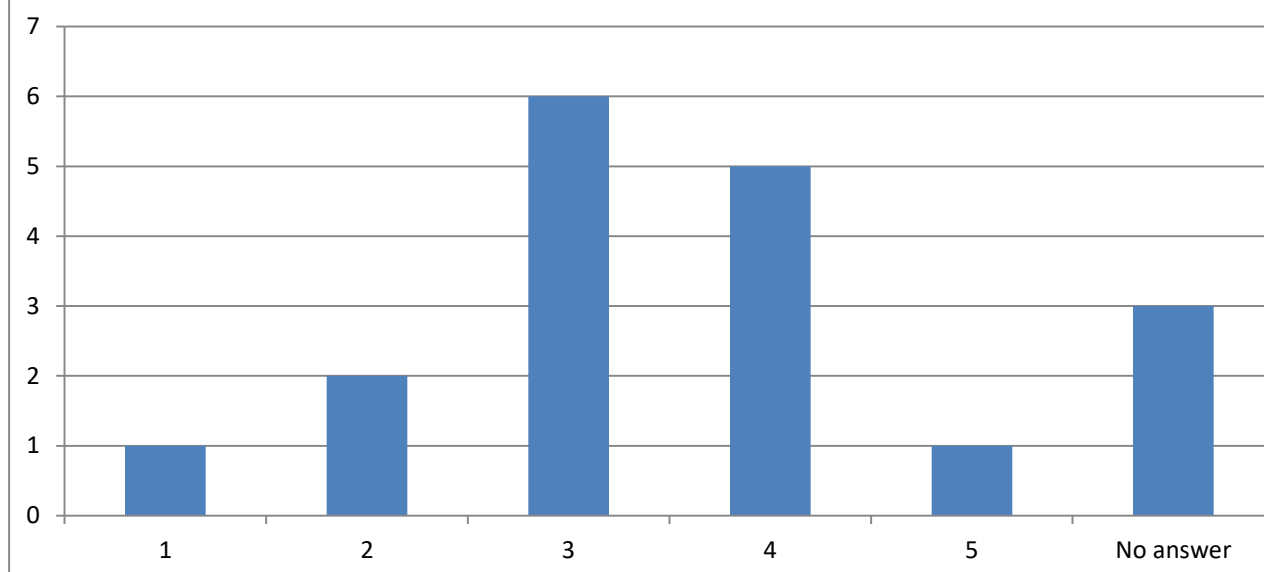


If you answered yes, please tell us what for



How aware are you of the surgery's patient group and its work?

1 = very aware, 2 = aware, 3 = neutral, 4 = unaware, 5 = very unaware



Text comments

Patients were asked two questions - what they find really good about the surgery and what, if anything, could be improved - allowing them to give feedback on the surgery beyond the scope of the questions already asked in the survey.

The text comments were coded into categories. The number of comments did not equal the number of participants as some individuals did not provide responses (to one or both questions) and some participants gave more than one comment per question. The total number of comments from the responses that were coded was:

What is good? 21

What could be improved? 16

<i>What do you find really good about this surgery?</i>	
Comment category	No. of comments
Receptionists	8
Doctors (attitude and communication)	3
Location	2
Appointment accessibility	2
Staff (general)	2
Continuity of GP care	1
Specialist care	1
General, positive comments	1
Clean & tidy	1

<i>What, if anything, could be improved at this surgery?</i>	
Comment category	No. of comments
Appointment booking system	5
Appointment accessibility	2
Receptionist triage	2
Number of permanent doctors	2
Repeat prescriptions	1
Communication/Information	1
Access to carers appointments	1
Online appointment booking	1
Car parking	1

We also received some patient feedback on the surgery collected by the Community Advisor (funded by Old Windsor Parish Council) who works closely with the surgery.

<i>Positive comments</i>	
Comment category	No. of comments
Paramedic service	1
Receptionists	1
Flu clinic	1
Partnership working with the Community Advisor	1

<i>Negative / areas for improvement comments</i>	
Comment category	No. of comments
Privacy in reception	1
Text service	1
Email information	1
Waiting time for specialist services	1
Repeat prescriptions	1
Receptionists	1
On the day appointment booking	1
Information presentation in surgery	1
Timeliness of call backs	1
Time for patients to call with queries	1
Things go wrong due to staff having a lack of time	1

Feedback from the Community Advisor is that they have a good working relationship with the surgery who are easy to contact.

Authorised representative observations

The authorised representatives made the following observations:

Cleanliness

- On the whole the surgery appeared clean and tidy
- The wooden window blinds were dusty and there was some low level dust around the edges of the waiting area
- All chairs were wipe able and looked clean - although some had rips

Condition/appearance

- The building had a pleasant colour scheme which adds to its bright and airy atmosphere
- Waiting room was a comfortable, warm temperature
- One of the lights towards the treatment/consultation rooms was not working
- Brickwork on the ramp outside was damaged
- Toilet door locks did not work

Facilities

- Two toilets, one of which is an accessible and baby change facility however no working locks
- Car parking spaces for 21 cars and room to park on the entrance drive to the surgery however the car park filled up quickly and people were struggling to park - there were more cars than patients
- The sign identifying the disabled car parking was covered up due to overgrown bushes
- There was sanitiser next to the automatic check in screen
- Magazines available for patients to read while waiting
- Blood pressure self-check and weighing machines available to use

Accessibility

- There were 2 wheelchairs available for patient use located in reception
- There were both steps and a slope to access the building
- 1 disabled parking space
- Inside, the building is all on one level
- High backed chairs are available in the waiting room
- Entrance doors are not automatic; there is an assistance bell
- Patients are called over a speaker system or were collected from the waiting room, there were no visual prompts

Information available

- There was lots of information available to patients
- Posters were grouped together on boards. The information seemed up to date and timely
- There was information displayed about the Patient Participation Group
- There was also an information board that contained fire action instructions, Care Quality Commission (CQC) rating, practice charter, chaperone service, complaints, mobile phone policy and privacy notice
- TV with information running in reception
- Information leaflets available

Interactions

- There was a positive, friendly atmosphere created by staff and patients
- Some patients told us they had been with the practice for many years and spoke of it with affection
- Staff were observed being helpful and friendly; reception staff were approachable
- There is a suggestion box for patient feedback and also a poster in the toilet asking for feedback

Confidentiality

- There is a privacy notice displayed in reception which outlines what information the surgery keeps and how they use it
- The reception area is surrounded by Perspex which helps to muffle the discussions they have with patients however you can still over hear conversations as it is situated in the waiting area
- If you do not want to give your name to the receptionist you can check in using the electronic sign in system

Response from the Patient Participation Group survey

Newton Court Medical Centre is a branch of The Health Centre (known as Runnymede Medical Practice). There is one Patient Participation Group, one website, one CQC registration etc.

The survey was completed by the Chair and they were able to consult with other members (7) to complete the survey at their meeting on the 18th November (GP partners from the surgery were not present)

How many active members are in your group?

10

How often and when does your group meet?

Five full meetings per year, all at 6pm. Members also arrange and attend meetings organised for patients throughout the year

Does your group have a Governing Document/Terms of Reference?

Yes - Terms of Reference

Do members complete a volunteer agreement or similar document?

No

**Do you think your group is representative of the diversity of your practices' patients?
e.g. age, disability, gender, parents, unpaid carers, ethnicity**

No, although the group includes members of different genders and includes parents and unpaid carers. We are very open to new members joining.

Do you have a wider Patient Reference Group who can be consulted?

We do not have a formal wider Patient Reference Group but we arrange open Q & A sessions in both surgeries on an ad hoc basis and provide opportunities for open and one on one discussion at our Health Talks for example.

How much do you agree with the following statements, please provide us with an example/short statement to support your rating.

1 = strongly agree, 2 = agree, 3 = neutral, 4 = disagree, 5 = strongly disagree

Our group works with GPs and practice staff to improve local services and the quality of care

1

The PPG has an excellent rapport with GPs and Practice Manager, and a relationship which allows for constructive feedback. Our suggestions are valued by GPs and staff and we work together to deliver service improvements. Recent examples: enhanced information on the screens in the waiting rooms, Health Talks.

Our group works with GPs and practice staff to improve the communication between the surgery and the patients

1

Our members, identifiable by badges, visit the surgeries regularly and talk to patients. Concerns are raised with GPs. Rumours and concerns about the future of the Englefield Green surgery were addressed by a number of public meetings in Englefield Green and Old Windsor. Subsequent updates have been provided in our newsletter which also gives information on staff changes, specific clinics and vaccination programmes, help for carers etc.

The biggest response is to communication by text and email but GDPR limits this as permission needs to be gained.

Our group works with GPs and practice staff to promote health and wellbeing to patients

1

The PPG has Health Talks during the year on specific subjects such as diabetes, women's health, mental health. There are also specific sessions for carers and we are working together to form a carers alliance for the community.

Our group ensures that the practice remains accountable and responsive to patient needs

2.5

The PPG flags up concerns and issues raised by patients, many of which receive a positive response. However, "accountable" is a strong term and it is not clear to me what form this "accountability" would take. It must be remembered that ultimately the budget is with the Partners, not the PPG.

Website review

The Runnymede Medical Practice (Newton Court is a branch of this practice) website was reviewed on the 27th November 2019 and looked at the following areas:

- **Information about how to join the surgery**

Easy to find with clear information about the practice boundaries. There is no new patient form available to print and fill in prior to visiting the surgery. The links for non-English speaking patients do not work.

- **Information about how to make an appointment**

Easy to find, clear information about what to do and also a link available to online booking. There is also information about the extended hours service and how to book an appointment with the service.

- **Information about staff**

Easy to find; the different staff who work at the surgery have been separated into their disciplines. It would be useful for patients to see photos and know a bit about the members of staff at the practice.

- **CQC rating displayed**

The CQC rating is displayed on the home page and there is a link to the full report

- **How does the practice share information with patients, such as newsletters, news section?**

The practice has a news section on its website. This does not appear to be updated often. The Patient Participation Group also produce a newsletter which is available for all patients.

- **Contact information**

Address details and telephone number are included in the header on the website. There is a contact page with address, map and contact information for both surgeries. There is no mention of 111 for out of hours.

- **Out of hours' information**

There is information available about what to do when the surgery is closed. This should be reviewed, for example Heatherwood Hospital no longer has a minor injuries unit.

- **Information about PPG**

There is detailed information about the Patient Participation Group; including contact information. Newsletters produced by the PPG are uploaded to the site however the last one in this section was in Autumn 2017. There is also another page with newsletters linked from the bottom navigation of the site, this section is up to date. There is a patient surveys section this has also not been updated for a while. There is also a web form where patients can contact the Patient Participation Group with feedback, suggestions, comments or questions. Within this section there is also an online Friends and Family Test.

- **Ease of use**

The information is clear and easy to find, but would benefit from being updated and broken links fixed. The site scales well on a desktop, tablet and mobile phone.

- **Accessibility tools / features**

The website includes an accessibility statement. Colours contrast which makes it easy to see the information. The site does not have a language changer or any other accessibility tools.

Nhs.uk reviews

Healthwatch Windsor, Ascot & Maidenhead staff looked at the surgery's reviews on nhs.uk for the last 6 months. These reviews and the National GP survey data were about the Runnymede Medical Practice - Newton Court Medical Centre (Old Windsor) and Runnymede Health Centre (Englefield Green) surgeries combined.

There was a total of 1 review. This had not received a reply or comment from the service provider but earlier (positive) reviews had.

The review gave the surgery 2 stars with the issues being around communication between the two surgeries leading to a wasted appointment.

National GP survey

The full results for the surgery can be found at:

<https://www.gp-patient.co.uk/PatientExperiences?practicecode=H81047>

Where the results for the Runnymede Medical Practice significantly vary (more than 10%) from the national average results are:

80% of patients find it easy to get through to this GP practice by phone (national average 68%).

Only 26% of patients usually get to see or speak to their preferred GP when they would like to (national average 48%).

Summary of key findings

At the time of our visit, the evidence is that:

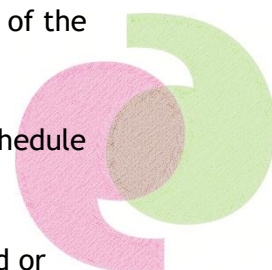
- Some patients experienced difficulty getting through to the surgery by telephone to book appointments; some having to go to the surgery itself. This does not appear to be supported by the results of the National GP Survey where 80% of patients said they find getting through to the surgery by telephone easy. On further investigation of survey responses, it seems the issue with appointment booking is mainly about same day urgent appointments.
- Just over half (56%) of patients we spoke to reported that they were triaged before they were given an appointment. The majority of them said this was done by receptionists and felt 'neutral' about the process. However, receptionist triage was an area noted by 2 patients as something that could be improved at the surgery and concerns were raised about the privacy of this process; Enter & View representatives also observed that the reception area could be overheard.
- The friendliness and helpfulness of receptionists / staff was mentioned by just over half the patients we spoke to.
- Only a third of the patients we spoke to were able to make an appointment with the GP of their choice/named GP. This finding was supported by the results of the National GP Survey where only 26% of patients from this surgery said they could see/speak to their preferred GP when they would like to. The number of permanent doctors on staff was also mentioned as an area the surgery could 'improve'.
- In addition to problems with the process of booking an appointment, appointment accessibility seems to be an issue for some patients e.g. being able to fit in the appointment time offered with other commitments such as work, parenting, caring. The surgery does offer special appointments for carers but we were told by one patient these never seemed to be available to them.
- There is evidence that identifying and supporting carers is very important to the surgery (information available in the surgery, on the website, special carers appointments and partnership working with organisations and individuals such as the local Community Advisor).
- Half of the patients we spoke to did not receive a text reminder for their appointment despite the majority having a mobile phone they use daily.
- Most patients were positive about the communication, care and treatment they received during their last appointment.

- Some patients have experienced communication issues with the whole practice and/or between the 2 surgeries of the practice.
- Only 17% of the patients we spoke to use the surgery website. Those that did told us this was mainly for booking appointments.
- Awareness of the Patient Participation Group is low, yet the group is well advertised within the surgery and on the website.
- The Patient Participation Group is active, has a membership of 10 and is open to new members. Although not fully reflective of the diversity of the surgery's patients it includes parents and unpaid carers.
- Members of the Patient Participation Group meet with the wider patient group at large events (such as Health Talks) but also visit the surgery, in their official capacity, to talk to patients.
- The Patient Participation Group has a good relationship with the surgery and feels it works well with GPs to improve communication with patients and promote health and wellbeing. They feel valued and listened to when advocating for the wider patient group.
- The Patient Participation Group reports constraints on communication with other patients due to General Data Protection Regulations (GDPR).
- Although the surgery is mainly clean and tidy in appearance, the wooden window blinds are very dusty.
- There are some items/areas in the surgery and outside that require repair/maintenance: light, toilet locks, chairs, brick work and pruning of bushes.
- The surgery provides equipment for patients to weigh themselves and check their blood pressure.
- The surgery and the facilities are, on the whole, accessible; all internal patient areas are on one level, there are both steps and a slope to the main entrance, a disabled parking bay, an accessible reception desk, a call button on the main doors, an accessible toilet (also baby change), provision of high backed chairs and also wheelchairs.
- There was a lot of information available to patients in the waiting room and it appeared well presented and up to date.
- There are different ways for patients to feedback on their experiences of the surgery and these are promoted.

- A recent review (negative) on nhs.uk has not been responded to; earlier, positive reviews have been responded to.
- The surgery informs people how their personal information is used.
- The reception area can be overheard.
- The website is easy to use but some information is out of date and some links are broken. There are areas where additional information could be included/expanded. The site does not have a language changer or any other accessibility tools.

Recommendations

- To communicate with patients about how the triage system works and provide reassurance particularly around confidence and confidentiality.
- To take all calls from patients in a private area; not in the reception area.
- To run a campaign to get patients to provide a mobile number to the surgery and sign up to the text messaging service.
- Continue to promote the website and online functions available to patients. Different approaches, such as promotion on social media, may reach those that rarely need to attend the surgery or book an appointment.
- Continue to promote the Patient Participation Group (PPG) to patients. Social media, as above, could be utilised.
- To look at ways which remove the obstacle of GDPR in the communication of the PPG such as an NHS email account for the group.
- Change the frequency of window blind cleaning on the surgery cleaning schedule or, if not needed, remove the blinds.
- Carry out repairs and/or replacements - the toilet locks should be repaired or replaced as a matter of urgency.
- Cut back bushes and undergrowth so that the disabled parking bay signage can be seen.
- Respond to all reviews on nhs.uk in a timely manner.
- Review the website and update and expand information and fix broken links. Add accessibility features.



Longer term considerations

- To continue to work with the Patient Participation Group to improve the urgent / on the day appointment booking process, appointment access and continuity of care.
- To replace the main doors so they are automatic and fully accessible.
- To add a full length barrier/wall and automatic door between reception and the waiting room for privacy; this could be made of transparent material.

Service Provider response

The report was sent to Gemma Baverstock, Practice Manager, on the 17th December 2019 to check for any factual errors and a response to the report's findings and recommendations.

We received the following response on the 9th January 2020.

“Many thanks for the enter and view report.

Firstly let me say how helpful this is to the Practice and to the Patients, so I thank you for that.

I have read the reports and the suggestions for the things that we could change, I am working through them all to make changes where I can.”

